

Discover a world in HD

A guide to your V HD Box



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Welcome to a world of brilliant, high definition entertainment.

Get ready for all your favourite channels, plus over 4,600 hours of TV, music and movies at the touch of a button with Catch Up TV and TV On Demand.

Your V HD Box brings you all of them in HD with stunning, crystal clear images.

If you've got an HD TV, this is exactly what it's been waiting for.



Your remote

The key to unlocking your favourite shows on TV and TV On Demand. All at the push of a button.

Use one remote, not two

You can programme the volume keys on your V HD Box remote to control your TV sound. To find out how to do this, press **HOME**, select **Help & Info**, choose **Virgin TV** and then **Remote Control Features**. Or, for online help, go to virginmedia.com/help and select **TV**.












Get started

If you love TV, movies and music, then you're in for a treat as they're about to get bigger, bolder and better than ever. And with TV on Demand, you'll never miss a thing.

Ready?

Your Smart Card lets you receive your TV service. Our expert installer will take care of this for you.

To get started, switch on your TV and then:

1. Turn on your V HD Box by pressing  on your remote or on the set top box itself. If you still don't have a picture, switch your TV to the AV or HD channel tuned into Virgin TV. Your TV's user guide will show you how.
2. Press  to start browsing the main menu.
3. Use the , ,  and  buttons to scroll through the menu options. Press  to select an option. You can also use the number keys as a shortcut.

Get going in HD

If you've got an HD ready TV, you'll be in a new world of crystal clear images and sounds from the moment we connect you.


And if you get an HD TV at a later date? Just turn to page 6 to find out how to get set up.

Get to know your HD box

Next to your box's number display you'll see three small, blue-lit icons. These help you see how your box is working, and if there are any issues.

The heart icon shows that you're connected to the Virgin TV network. It should always be on, but if it's flashing try rebooting your box. That normally fixes the problem.

The remote control icon lights up each time your V HD box receives a signal from your remote. If it doesn't, try replacing the batteries in the remote, and check there's nothing blocking the signal from the box.

The power icon glows blue when your V HD box is on, and red when it's in standby mode. When you switch off your box, only the red standby light will show, to turn the box back on just push  on the box or your remote.



Need a hand?

It'll take you no time to get the hang of it.
But if you get lost, just press **HOME** to
start browsing from the main menu again.

Setting up your HD TV

Got an HD TV? Then our installers will connect you so you can start watching HD shows and movies straight away.

Getting the right connection lead

If we connect your V HD Box to a standard TV, but you decide to switch to a new HD TV later, there's nothing to worry about. All you need is an HD connection lead.

1. Check your TV manual – you'll need either an HDMI or DVI connection lead.
2. Most new TVs use an HDMI lead. If yours does, you can buy one from us by calling the number at the back of this guide.
3. If your TV needs a DVI lead, you can easily pick one up at any electrical shop.

Connecting your HD TV

Once you've got the right lead, just follow these steps to get connected.

1. Unplug your V HD Box and TV at the mains socket.
2. Connect the V HD Box to the TV using your new HD lead and switch everything back on. Change your TV's AV input to the HDMI input that you just plugged the lead into, connecting your V HD Box to your TV.
3. When the V HD Box displays the words 'Live TV' on the front panel, press **HOME** on your remote.
4. Choose **Settings** from the menu, then **Change Display & Audio Settings**.
5. Select **TV display format** and choose **HiDef HDMI**.
6. Select **V HD Box HiDef output setting**. We show our programmes in 1080, but you may want to try 720 to see what looks best on your TV.

7. Press **OK** to save your settings.

8. A pop up screen will appear – press **OK** to test your settings.

9. If you see the message 'Press text to confirm your High Definition settings are correct' press **TEXT** to save the setting.

If you don't get a confirmation message, this may be because:

The cables are in the wrong sockets, faulty or not connected properly.

The TV doesn't support the selected mode, needs its settings changed or is faulty.

There could be an incompatibility between your TV and V HD Box.

You may have selected the wrong HDMI input on your TV. Check which socket on the TV you plugged it in to and make sure you select this input to watch using your TV remote.

Need some help?

Give us a call on the number in the back of this guide.



What's on?

We've got all your favourite channels to choose from, including loads in the latest super sharp HD.

Watching live TV

Live TV is anything that's being broadcast live on any channel, right now. Choose from full listings with the TV Guide, a quick look at what's on now or later in the Mini Guide, or create your own TV Guide with Favourites.

TV Guide

Get a complete picture of what's on and when, with a list of all the channels available. Channels that you aren't subscribed to will appear in grey.

1. Press **HOME**

2. Select **TV Guide**.

3. Press **▲**, **▼**, **◀**, **▶** to scroll through the menu and **OK** to select an option.

4. Press **i** for more information on each show. Press it again or **OK** to make it disappear.

5. Press **↶** or **↷** to move up or down entire pages.

Mini Guide

A mini version of the TV Guide, so you can see what's on now and later – without channel hopping.

1. The Mini Guide appears every time you change channel. Or you can press **TV** to open or close it.

2. Press **◀** and **▶** to see what's on other channels.

3. Press **▲** and **▼** to see what programmes are coming up later.

4. Get more info about a show by pressing **i**

5. Press **OK** to start watching a programme that's on now.

6. If the show's on later, press **OK** to set a reminder. Then choose from a simple alert or a reminder that automatically changes channel for you when the programme starts.








Create your own TV guide

Create a list of your favourite channels, so you only view the schedules you're interested in. You can then go straight to the TV you want to watch without scrolling through all the listings.

Set up or edit your favourite channels:

1. Press **HOME**
2. Select **Settings**.
3. Select **Set Your Favourite Channels**.
4. Choose your favourite channels and press **OK** to add or remove them.

Watching your favourite channels:

1. Press **FAV** or  if you're in the Mini Guide.
2. Press , ,  and  to scroll through the options.
3. Press **OK** to jump straight to that channel.

Subtitles

Get a text version of your show's dialogue.

1. Select **Settings** on the Home screen.
2. Choose **Change Display & Audio Settings**.
3. Select **Subtitles**.
4. Set subtitles as **On** or **Off**.
5. Press **OK** to save and close.

Catch Up TV & TV On Demand

With TV On Demand, you get to watch exactly what you want, when you want. And we give you Catch Up TV too, because we know what it's like to miss your favourite show.

Catch Up TV

Un-miss your favourites, such as Corrie, EastEnders or The Apprentice. With Catch Up TV you'll find a pick of the last seven days' TV, saved to watch at a time that suits you.

There's BBC iPlayer, ITV Net Player, 4oD and Demand 5. And we're the only ones to offer them all in one place and on your TV.



Who gets it?

Everyone. It doesn't cost a penny extra and you'll wonder what you ever did without it.

Movies On Demand

Bring the big screen to your smaller screen with a constantly updated line up of over 500 films available at the touch of a button with FilmFlex. There are up to 20 new movies every week, and loads available the same day the DVDs hit the shops.

And, if you're a real film buff, you'll love PictureBox. You get unlimited access to a great selection of up to 28 blockbusting movies and cinema classics every month. Most of them are even in HD.

Who gets it?

Anyone can pick a movie from FilmFlex at any time from just £1.50 a go, to watch as many times as you like within 48 hours. There are loads of HD and 3D titles to choose from too. PictureBox is available to everyone for just £5 a month*. To sign up, just give our team a call and we'll get you set up right away.

Music On Demand

Turn your TV on to over 3,000 music videos, plus gigs, concerts and playlists, cued up and ready to start when you are. Fancy joining in? Then do your worst with the karaoke option.

Who gets it?

It's all included with TV XL or for a small price per video with TV M, M+ or L.

*You have to keep your PictureBox subscription for at least 30 days.



TV Choice

From cop shows to kids' shows and everything in between, TV Choice is like a giant DVD library with thousands of series to choose from. So, once you find a show you love, you can watch each episode back to back.

Here are just a few of the channels available in TV Choice.



Who gets it?

It's all completely free to XL TV customers. TV L customers get a selection of over 700 hours of shows from some of our top channels.

How to watch Catch Up TV or TV On Demand

1. Press **HOME** on your remote.
2. Use **▲** and **▼** to scroll the menu and select either Catch Up TV, Movies On Demand or Music On Demand.
3. Follow the steps to start watching.


Pausing and rewinding

Once you begin, you can pause, rewind and fast forward, just like you would with a DVD:

1. Press **⏸** to hold what you're watching.
2. Press **⏸** again to carry on viewing.
3. Press **⏮** to go back.
4. Press **⏭** to skip forward.
5. Press **⏹** to exit On Demand or Catch Up TV.

Red button and interactive services


In a world full of apps, it's no surprise that you can enjoy great games, news and services on your V HD Box. Get stuck in.

Play games, access local news or even do a little shopping – all you have to do to get started is press 

Access to the interactive area is completely free, as is a lot of the content, but if you do have to pay for any extras we'll always tell you up front before you go ahead. You'll pay for these bits through your monthly Virgin Media bill, or in some cases, directly and securely using your credit card.



Push the red button

Press  whenever you see the on screen prompt to go interactive. It won't cost you a penny to browse our menu of great interactive services and, if there's a charge for any of them, it'll be clearly shown.

You may want to set a PIN to protect certain interactive areas, like Games, Voting, Chat and Mobile content. To find out how to set Parental Controls and change your PIN, turn to page 14.

Parental Controls

Not everything that's on will be suitable for all the family. Parental Controls can fix that.

Parental Controls

If you've got kids in the house, there might be certain channels and shows that you don't want them to watch. That's where your PIN comes in.

Remember to change your PIN as soon as your V HD Box is set up. A PIN is always needed to watch:

Programmes rated 12, before 8pm.

Programmes rated 15, before 9pm.

Programmes rated 18, before 10pm.

A channel you've chosen to lock.

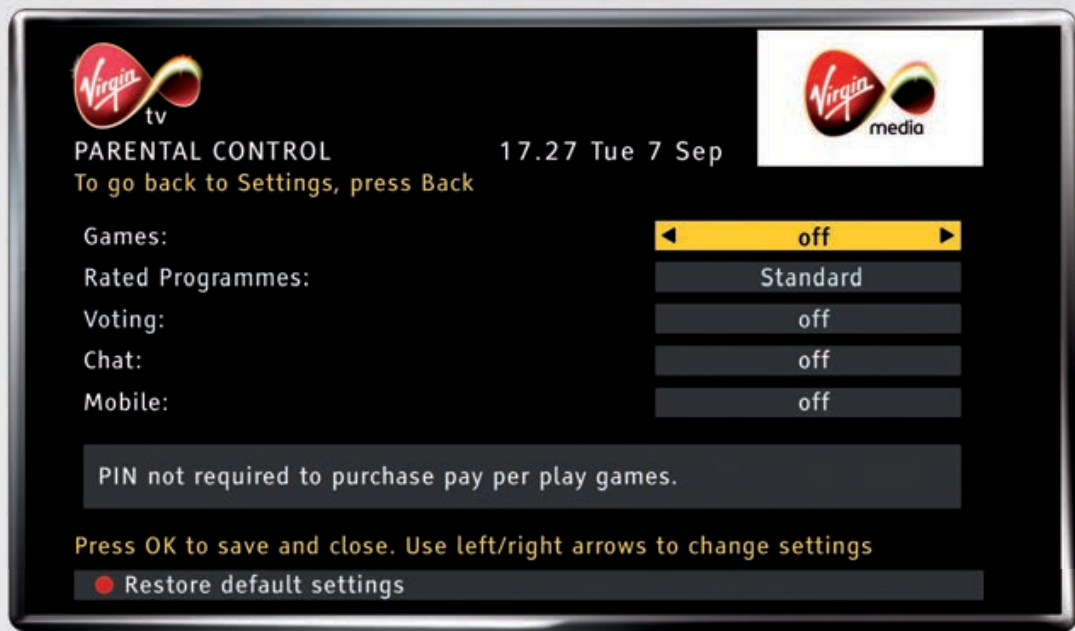
Any adult channel.

Protecting your PIN

It is important that you keep your PIN safe and don't give it to children.

Set or Change your PIN

1. Press **HOME**
2. Select **Settings**.
3. Select **Change Your PIN**.
4. When your V HD Box is installed, the PIN is automatically set to 1234. Just tap in your old or default PIN twice, then set your new one.



Setting your Parental Controls

1. Press **HOME** or **GUIDE**
2. Select **Settings**.
3. Select **Parental Control Settings**.
4. Tap in your PIN.
5. Follow the on-screen options and Press **OK** to save and return to the **Settings** menu.

Locking and blocking channels

If you lock a channel, you'll always need a PIN to watch it. You can lock or unlock as many channels as you like.

1. Press **HOME**
2. Select **Settings**.
3. Select **Locked Channels**.
4. Tap in your PIN.
5. Highlight and press **OK** to lock/unlock channels. Pressing yellow blocks all adult channels.
6. Press **BACK** to keep your changes and exit.



Troubleshooting

Need some help? If it's a common problem, the answer may be close at hand.

We're here to help

We know that it's frustrating when things go wrong. So we always do our best to get you back up and running as quick as we can. Here's how to sort out some glitches that we've come across before.

You can also get help 24/7 via your V HD Box. To get there, press **HOME** select **Help & Info**, select **Virgin TV**, select **Got a Problem?** And then **Fix It Assistant**.

Is the box frozen or failing to load?


If your V HD Box feels hot, it may have overheated. Make sure there are no other devices on top of it, turn it off and wait until it feels cool to the touch before trying again.

Still not working?

Try rebooting your box by pressing and holding the Standby button until the word **STOP** appears on the front display.



No picture and/or sound?

This can be caused by a loose lead between the V HD Box and your TV. Check that both ends are plugged in tightly. Also check that the  button isn't on.

Picture gone funny?

If the picture appears blue, green or red, your SCART lead may be loose. Check that both ends are plugged in tightly.

PIN won't work?

We've known times where other people in the household have changed the PIN and forgotten to tell anyone else. So, first of all, just check that nobody else has reset or changed it. Otherwise, you'll find a number on the back of this guide that you can call for help with your PIN.

**Still can't find the answer?
Try the next page.**



Remote control misbehaving?

We have three possible explanations:

1. The most common cause is that the remote's batteries are flat.

2. It's possible that something might be in the way of the remote and your V HD Box and is blocking the infrared signal.

3. Energy-saving bulbs have also been known to reflect the infrared signal. To avoid this, you may have to adjust the angle of your V HD Box.

V HD Box changing channel by itself?

Has a reminder been set by someone else (see page 8), so the V HD Box changes channel automatically? It's also worth checking that the remote buttons aren't stuck.

Help! I've lost my remote. What can I do?

No problem, you can buy another one by calling the number on the back of this guide, meanwhile, use the buttons on the V HD Box.

How do I set my Virgin Media remote control to control my TV volume?

1. Press **HOME**

2. Select **Help & Info**.

3. Select **Virgin TV**.

4. Select **Help with your Remote Control**.

5. Follow the on-screen instructions.



Can I have Virgin TV in more than one room at home?

Yes, you can have up to three set top boxes. Visit virginmedia.com/help and select **TV**.

Can my Virgin TV service be moved from one room to another?

Yes, we can send an engineer around to move your cable connection for a small charge.

What happens if I move house?

We can check if your new home can get Virgin Media services. Just visit virginmedia.com/TV and enter your new postcode.

Do I need an analogue aerial?

No, we deliver your services through cable instead.

Is your Virgin TV service not working as it should?

Our TV Care tool on your TV is good for solving some problems.

Press **HOME** on your remote.

Select **Help & Info**.

Select **Virgin TV**.

Select **Got a Problem**.

Then choose **Fix It Assistant**.



Care and safety

Your V HD Box fully complies with international safety standards, which is always good to know.

Here are a few simple guidelines to looking after your V HD Box and avoiding accidents.

Care

Put your V HD Box somewhere well ventilated – not anywhere too damp, cold or hot.

Make sure there are no vases or drinks left where they can spill onto the V HD Box.

Make sure nothing is covering the top of the V HD Box.

Safety

Only connect your V HD Box to the mains using the lead and power supply provided. Connect all the leads between your V HD Box and your TV, DVD player or similar equipment before switching on your V HD Box.

Switch the power off and unplug your V HD Box before disconnecting any equipment from it.

Never remove the top of your V HD Box.

Make sure all electrical connections are secure. If you're worried about any of the leads, connections or plugs, get in touch with a qualified electrician.

Press **HELP** on your remote control for more advice. If you have any questions or need a hand, just visit our online Help & Support area at virginmedia.com/help and select **TV**.

Energy saving tips

The V HD Box is built to be as energy efficient as possible. So we can all do our bit for the planet.

Standby Mode

Just the thing when you're only leaving the TV for a minute. When you get back, push the standby button on your box or remote to start watching straight away.

Power Off mode


In Power Off mode your box uses less than one watt of energy. Perfect if you're going away for a while. To turn your box back on, just push the Standby button, but be patient, it'll take your box about 30 seconds to wake up.

Choosing a Power Saving mode

When your TV is on, press the Standby button to display an on-screen menu asking you to select a power saving mode. If you don't respond, your V HD Box will go into Standby mode automatically after 15 seconds.

Automatic Power Saving

Your V HD Box is always on, unless you put it on Standby or turn it off. But you can switch on its Power Saving mode, so it automatically switches to Standby if you don't use it for three hours. Which helps the environment and saves you money.

But don't worry, a message will be displayed first to warn you beforehand, so if you want to keep watching just press 



Need some help?

From your TV:

Press , go to **Help & Info**,
select **Virgin TV**

Online:

Visit virginmedia.com/help
and select **TV**

On the phone:

Call us on 150 from your Virgin Media
home phone or on 0345 454 1111*
from any other phone.

* For details of how much it costs to call our team from a
Virgin Media home phone, visit virginmedia.com/callcosts
Call costs from other networks and mobiles vary.